Copytrax

High resolution for direct ‘all media’ printing

PrintMaster Monet User Guide

Instructions for installing & using your new printer

Version 1.0	03/10/2011	First Release	JR
Version 2.0	18/01/2012	Updated	JR

Safety information

Warning:
This appliance must be earthed. Refer to the rating plate for the voltage and check that the appliance voltage corresponds to the supply voltage.
Important: *The wires in the mains lead fitted to this appliance are coloured in accordance with the following code:*
Green and yellow — Earth
Blue — Neutral
Brown — Live

Warnings, Cautions, and Notes

Warnings must be followed carefully to avoid bodily injury.

Cautions must be observed to avoid damage to your equipment.

Notes contain important information and useful tips on the operation of your printer.

WARNING

To avoid electrical shock hazards, unit covers should only be removed by authorised personnel.

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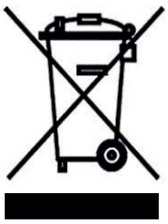

ENVIRONMENTAL PROTECTION

Waste electrical products should not be thrown away with household waste. Please recycle where facilities exist. Check with your local authority or retailer for recycling advice.

Copytrax reserve the right to amend or modify the specifications and design criteria applying to these products.

PrintMaster Monet.
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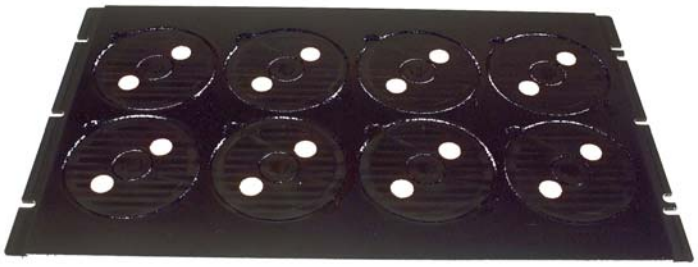
Copytrax

PrintMaster Monet.
Unpacking.

Printer



Custom Jig (Type and quantity of jig(s) included will depend on the individual order)

Syringe set

Power lead and USB cable

Control panel and cable

1. **Unpacking.**

Prepare a clean and sturdy desk space to place your printer. Allow enough space for the flatbed to extend fully to the front and rear of the printer.

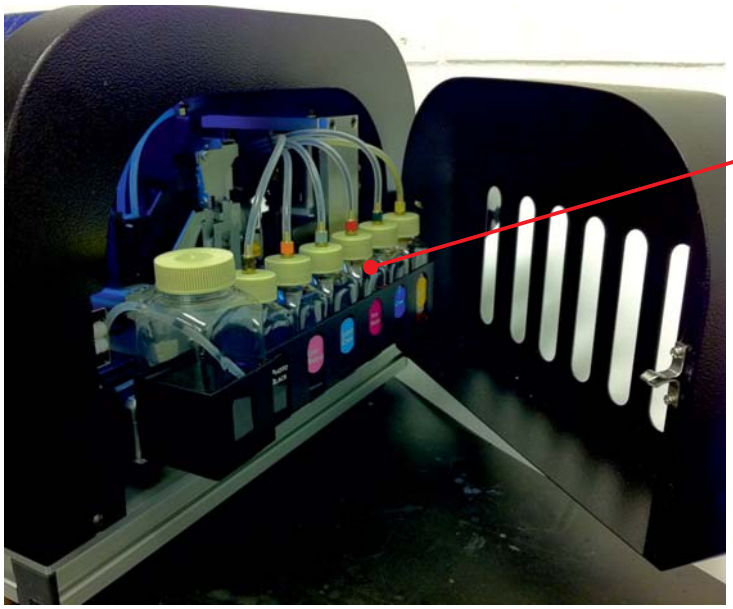
Check that all of the parts shown are included in the box.

Note.

*Templates for custom jigs will not necessarily be included and should be requested via e-mail from your supplier.

Do not discard the box. Store it safely in case the printer should ever need to be returned for any reason.

PrintMaster Monet.
Set Up.

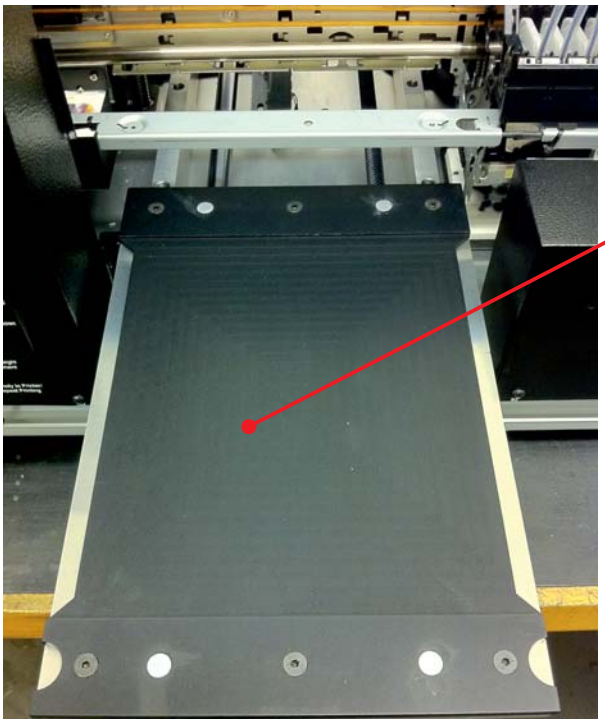


Open right hand side door to reveal the ink supply bottles and waste bottle

Unscrew lids of supply bottles and fill each with ink. The shoulder of the bottle should be the maximum fill level. The minimum fill level should be considered as a fingers width from the bottom of the supply bottle

Please Note: Do not allow the supply bottle to run dry as this can cause damage to the ink supply system and print head

Empty the waste bottle before it is full. Contact your supplier for disposal advice.



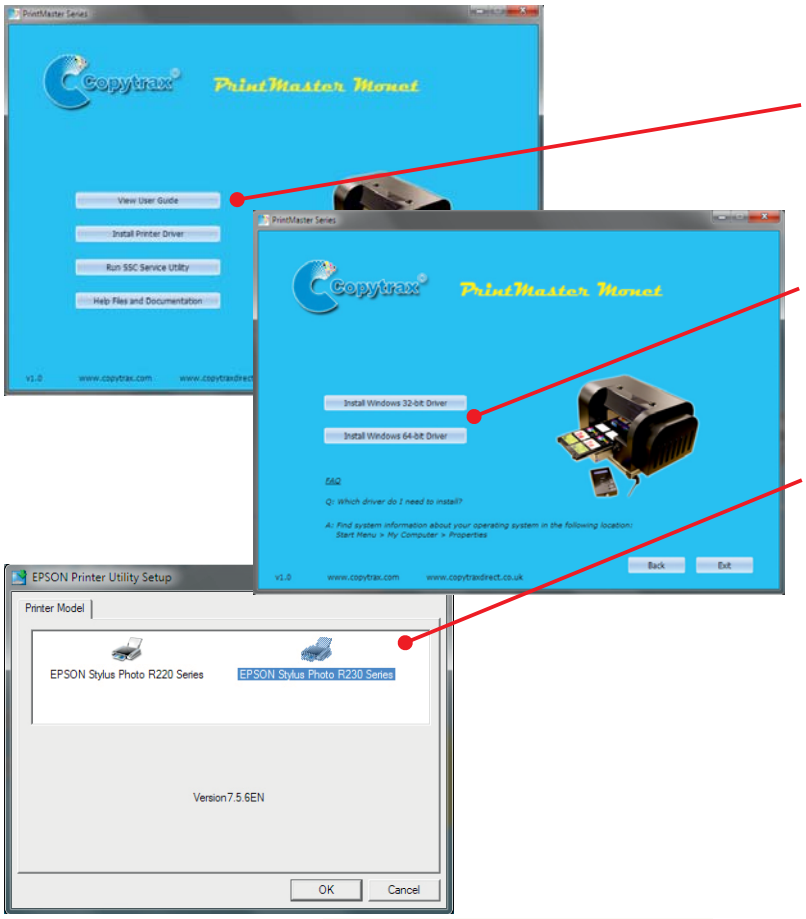
Fitting Custom Jig.

The flatbed is fitted with a magnetic base to attach and fix your custom jig in place for printing

Cable fitting

Connect the power lead, USB cable and control panel cable as below. Do not power on until the ink supply tanks are filled with ink and you are promted to do so during the first time driver installation process

PrintMaster Monet.
Driver Installation and Printing Preferences.



Insert the CD-ROM into your computer. It should Autorun if this function is enabled on your system. If it does not Autorun explore the disc and double click *'autorun.exe'*

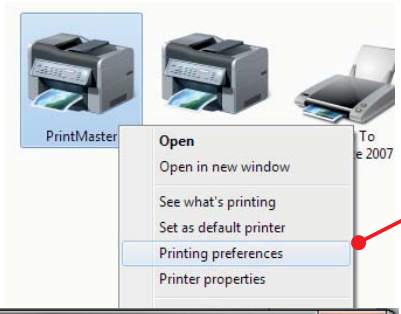
Select *Install Printer Driver*

Select the relevant driver for your operating system (32 or 64-bit)

If prompted select *EPSON Stylus Photo R230 Series*

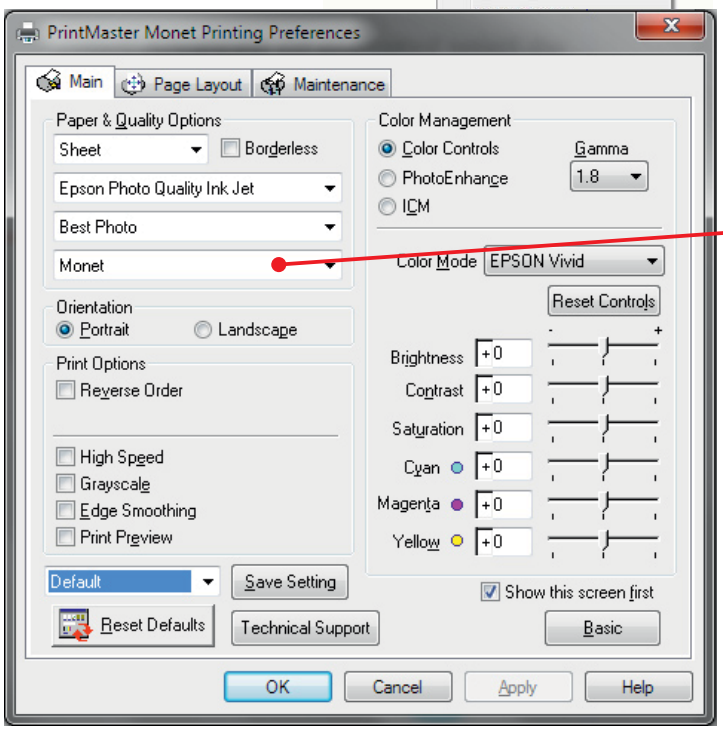
MAC users should insert the CD-ROM and explore the disc to locate the printer driver:
AutoPlay > MAC driver

Follow the on-screen instructions to complete the printer installation



Set the **Printing Preferences** after successful driver installation.

For Windows: Open *Printers & Faxes* window in *Control Panel,* right click on *Epson Stylus R230 (or PrintMaster Monet if you choose to rename the printer)* and select *Printing Preferences.*



Select *Advanced. (*If prompted select *Do not display this message again* and *Continue)*.

Setup a custom *Page Size* by selecting *User Defined* in the drop down list.
Input the following values:
Paper Width = 2100
Paper Height = 3200
Set the *Paper Size Name* as *PrintMaster Monet* and select *Save* followed by *OK*.

NOTE: This custom page size should be set in the software you choose to print from as well.
Use these settings as a starting point and save the configuration. Different materials may need adjustment to these settings but these will be a sufficient default to get started.

PrintMaster Monet.
Basic Operation.

Attention: Do not load media before you power on

Switch on the PrintMaster Monet by the button next to the power cable on the left side of the printer

The printer will start up into *TEST MODE*

Wait 5 seconds then press button marked *Printer power*

The printer will now initialise

When ready the top two leds will stop flashing and turn to solid lights

Press the *Forward* button to move the flatbed to the front of the printer

Press the *Backward* button to move the flatbed to the rear of the printer

The PrintMaster Monet is now initialised and the flatbed position is calibrated. The control panel should read "*Ready to print*"

Press the *Forward* button to fully extend the flatbed to the front of the printer

Load media into your custom jig

Press *Auto Height adjustment* button to perform the auto height function

When the flatbed is at the rear of the printer and the height is set the PrintMaster Monet is ready for printing from the software of your choosing with the template provided for your custom jig.

After a print, unload the jig and reload with unprinted media. If the media is the same as the previous print there is no need to use the *auto height* function to load the flatbed ready for printing. Instead use the *Ready to Printer/Repeat Printing* button load the flatbed.

Some materials provide a better print result when heat is added. This can be done using the halogen lamp inside the PrintMaster Monet.

The halogen lamp is automatic and will ignite at the start of a print and extinguish after the flatbed has ejected

See *Run Mode Functionality* section for instructions on how to adjust the brightness of the lamp and how to enable/disable this function

To power off the printer properly press *Printer power* button on the control panel. The machine will then enter *TEST MODE.* When in this state you may press the power switch on the left side of the printer to fully turn off the machine. If the power switch is pressed without first powering off the printer by the control panel, the print head may not fully cap on the cleaning station allowing the ink in the nozzles to dry.

PrintMaster Monet.
Maintenance.

Daily

A. Nozzle Check:
   a. Tape down a piece of blank paper on the flatbed
   b. Press *Backwards* button to get the PrintMaster into "Ready to print" mode
   c. Go to "Start" and open "Printers and Faxes"
   d. Right-Click on "Epson Stylus Photo R230" and select "Printing Preferences"
   e. Click on the "Maintenance" Tab
   f. Click "Nozzle Check"
   g. If Nozzle Check print is irregular (missing dots, bending, and/or blurry), run a head cleaning

B. Head Cleaning:
   a. Printers and Faxes Method:
      1. Power on the printer
      2. Go to "Start" and open "Printers and Faxes"
      3. Right-Click on "Epson Stylus Photo R230" and select "Printing Preferences"
      4. Click on the "Maintenance" Tab
      5. Click "Head Cleaning"

C. If print result still isn't perfect, try head cleaning 3 more times

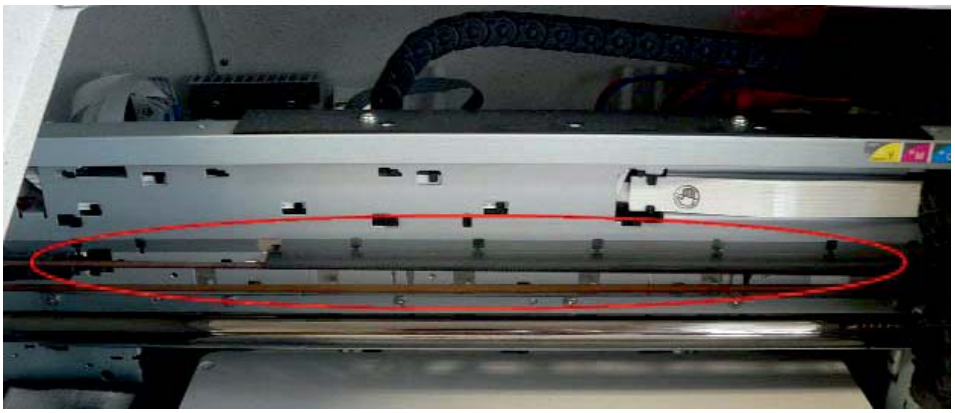
D. If print result is still not good, refer to the workflow section for ink flow issues

Weekly

A. Capping Station Cleaning:
   a. Disconnect the mains power supply
   b. Manually move the head to the middle to expose the capping station
   c. Fill syringe with cleaning solution (provided)
   d. Squirt the solution all over both pads in the capping station, as seen in the picture below.
   e. Manual move head back to Capping Station
   f. Fully power on the printer
   g Run a head clean

Monthly

A. Clean the horizontal encoder strip (seen below) in the front of the printer frame with rubbing alcohol and cotton buds.



B. Cleaning vertical encoder:
   a. Located at rear of printer near vertical motor

Quarterly (or as needed)

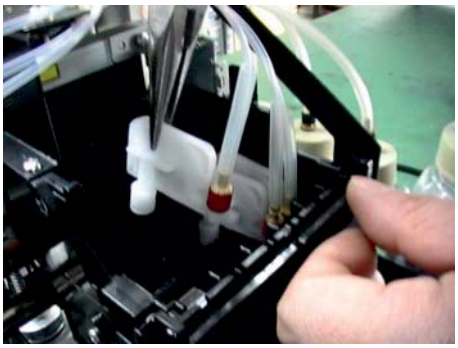
A. Capping Station Replacement:
   a. If nozzle check is not good after head cleaning, check the change date of capping station
   b. If change date is 3 months old, your PrintMaster needs a capping station replacement:
      1. Power off printer
      2. Open printer cover
      3. Release screws for supporting capping station
      4. Disconnect signal cable
      5. Take capping station out from the printer frame
      6. Put new capping station into the printer frame
      7. Reconnect signal cable
      8. Tighten support screws for capping station
      9. Make sure the waste ink tube is emptying into the waste ink bottle

Annually (or as needed)

A. Printer Head replacement

a. If nozzle check is continuously bad after printer head cleaning & capping station replacement, you may need to replace your printer head:

1. Power off printer
2. Take all dampers out from printer head carriage



3. Remove screw on side of head carriage and remove side cover

Note: These arms are very delicate, so do not lift with a lot of force.

4. Remove two fixing screws and lift our print head
5. Disconnect two FFC head cables from printer head
6. Replace printer head and reconnect cables
7. Put new printer head back in original position
8. Tighten two screws on the printer head
9. Put flat cables cover back in original position
10. Power printer on

b. Ink charge procedure (Windows only):

1. Run SSC Service Utility from the CD-ROM
2. Select your printer from the drop down lists in the configuration window
3. Close the window
4. Select initial charge from the head cleaning menu in the taskbar icon
5. Wait for completion

A. Control panel operation

Button "1" Power

Button "2" Forward

Button "3" Backward

Button "4" Head up

Button "5" Head down

Button "6" Auto height adjust

Button "7" Ready to print/ Repeat print

B. Printer Mode

Test mode function

When unit is switched on, printer will start in Test mode. In this mode you can do the following:

Button	Printer operation	Display
1	Power on printer and print goes to Run Mode	Ready to print
2	Flatbed moves forward at one touch and stop at another touch	
3	Flatbed moves backward at one touch and stops at another touch	
4	Print head moves up away from flatbed	
5	Print head moves down towards flatbed	
6	Initiate auto height adjustment	
7	Push and hold 5 seconds and to enter Function Mode	Call to Supplier

Run mode function

After printer initialisation you can do the following:

Button	Printer operation	Remark
1	Power off printer and goes to Test Mode	
2	Flatbed moves forward at one touch and stop at another touch	

table continued over page...

3	Flatbed moves backward at one touch and stop at second touch	
4	Print head moves up away from flatbed	
5	Print head moves down towards flatbed	
6	Push button for 3 seconds to start a head clean (flatbed must be in print ready position) When printer is printing, printing will stop when pressing this button Start auto height function when flatbed is at the front position	
7	Ready to print and enable multi print with same images by touch after print Push and hold for 3 seconds to enter Function mode	

Function Mode

This mode can be used for adjusting printer settings. Press and hold button 7 for 3 seconds to enter this menu (in Test or Run mode)

Press button 7 to cycle to the next setting. Button 4 increases value and button 5 decreases value.

1.SETTemperatur e (30%)	Halogen lamp temperature control
2.SET Temperatur e MODE (OFF)	Halogen lamp on/ off
3.Automatic Clea ning (48h)	Auto head clean timer
4.FRONTSPEED SET SPEED (40%)	FlatBed forward speed control (recommended speed 40% ~ 50%)
5.BACK SPEED SET SPEED (40%)	FlatBed backward speed control (recommended speed 40% ~ 50%)
6.1 2 3 4 5 6 7 - - - Y - - -	Sensor test

Problem: Nozzle check pattern is not complete.

Solutions:
- Are the ink supply bottles correctly positioned on the side of the printer?
- Is the shipping tape removed from the ink bottle lids?
- Are the ink bottle lids open?
- Are the ink supply tubes filled with ink? If not:
    a. Perform a head clean
    b. Prime cartridges with a syringe *(cartridge printers only - dampers do not require priming)*
- Is the capping station clear? Perform weekly maintenance and suck the cleaning solution from the waste pipes with a syringe. Replace capping station if it has an immovable blockage.
- If there is still no solution contact your supplier.

Problem: The ink has drained from the supply bottles to the waste bottle.

Solutions:
- Make sure the ink supply bottles are not above the level of the cartridges in the printer.
- Is the ink level too high? The ink supply bottles should not be over 2/3 full or there is too much pressure on the ink flow.
- Perform capping station maintenance and check for flowing ink to the waste bottle through both waste pipes. A clogged capping station will bridge the capping station and print head to cause a free ink flow.
- How was the printer powered off? If the printer is not powered off when in idle state the print head may not be capped by the capping station and it will not have kept a seal.

Problem: Control panel shows EPSON PRNT ERR.

Solution:
- Cycle the power on your printer to clear the error.
- If the fault persists record the status monitor message and contact your supplier for assistance.

Problem: How do I access status monitor?

Solution:
- Windows: START MENU -> CONTROL PANEL -> (*right click on printer)* PRINTING PREFERENCES -> MAINTENANCE TAB -> STATUS MONITOR.

Problem: Status monitor shows a maintenance request "parts inside your printer need to be replaced".

Solution:
- Perform the waste ink pad counter reset in the SSC Service Utility included on your CD-ROM.

Problem: The print appears to be shifting.

Solution:
- Clean the encoder.

Problem: How do I perform an ink charge?

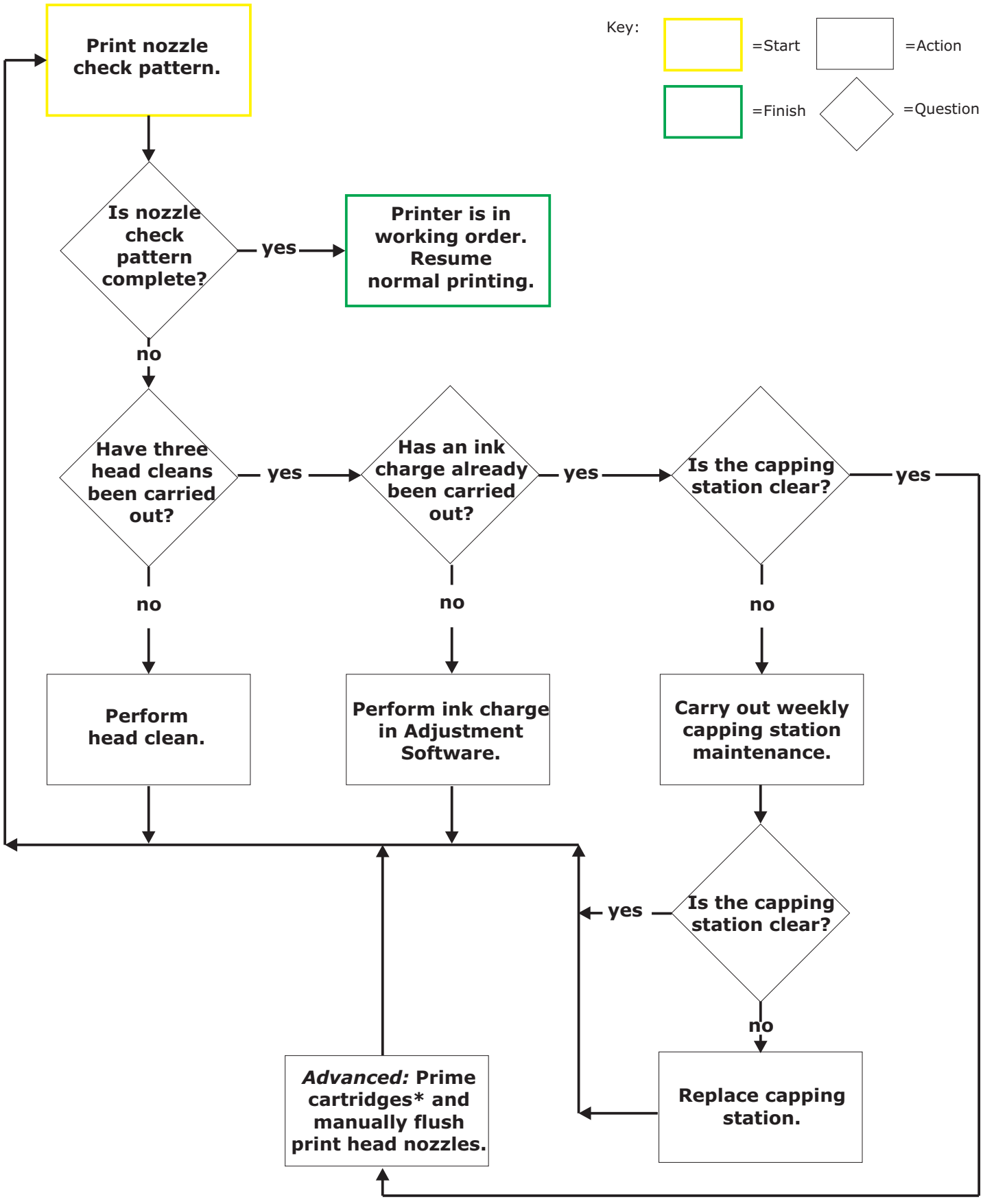
Solution:
- Using the initial charge function from the SSC Service Utility included on the CD-ROM.

Problem: My print has lines in.

Solution:
- Perform a head clean.
- Is the printer set to bi-directional (high speed) printing? If yes please disable this function in the printing preferences.

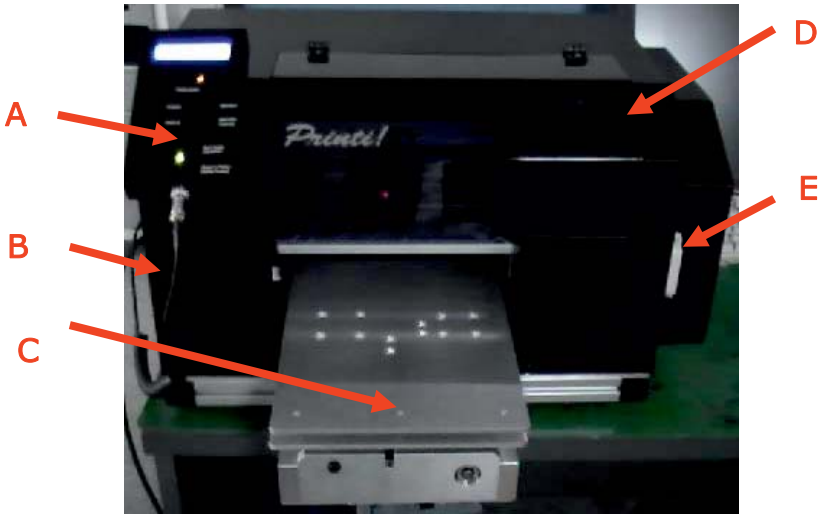
PrintMaster Monet.
Troubleshooting.
Workflow for Ink Flow Problems.

Ink flow problems can be confirmed by being unable to print a complete nozzle check pattern. If no solution is found from this workflow please contact your supplier for more assistance.



*Cartridge systems only. Damper sets do not require priming.

PrintMaster Monet.
Name of Parts.



A. Control panel

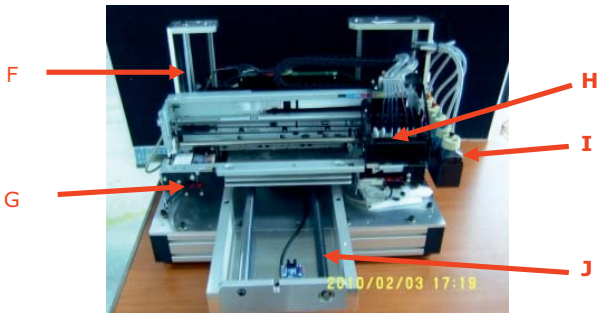
B. Power connector, USB port & Control panel cable connector

C. Flatbed

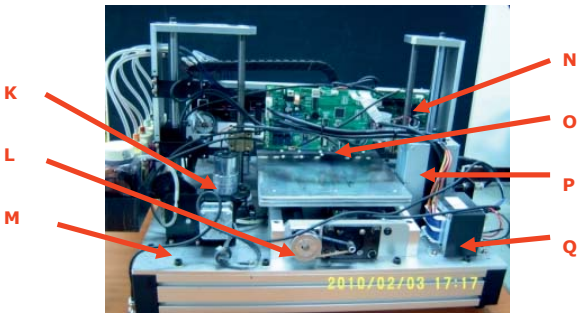
D. Printer cover

E. Ink bottles set and waste ink bottles

Components



<< Front view >>



<<Backside view>>

F. Screw for up/down motion

G. Auto height adjust sensor

H. Ink chips and dampers

I. Ink bottles and waste ink bottle

J. Screw for back/forward motion

K. Motor for Up/Down

L. Motor for Back/Forward

M. Motor for capping station

N. Motion control board

O. Epson board

P. Power adapter

Q. Transformer

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Print heads & ink systems are limited to 3 months warranty. All warranties are limited to manufacturing defects only. Fair wear & tear or misuse of the printer or components are not covered by the warranty.

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